Information on Fort Jackson Well – Being / Customer Service Initiative

April 2005

Scott Nahrwold, DGC, USAG Fort Jackson, SC

Our Mission ***- provide equitable, effective and efficient management of Army installations worldwide to support mission readiness and execution, enable the Well-being of Soldiers, civilians and family members, improve the Army's aging infrastructure and preserve our environment.***

Leading Change for Installation Excellence

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Information on Fort Jackson Well-Being / Customer Service Initiative

BACKGROUND

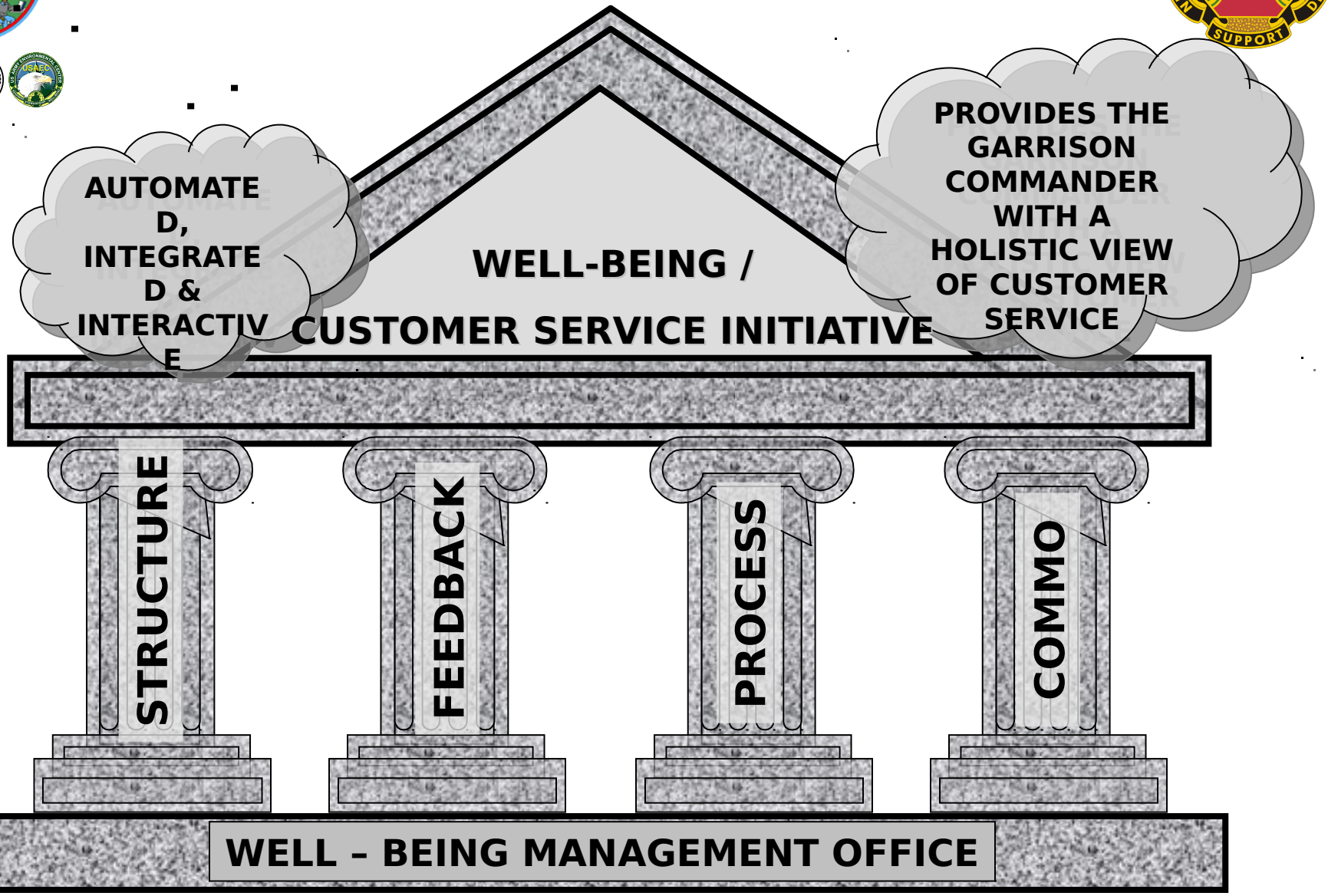
- **Commanding General's Guidance**
- **Self - licking Ice Cream Cone**
- **Pilot Program**
- **Role of WB Coordinator and DGC**
- **Switch to Auto – Pilot**
- **A Natural Progression**

"You're only as good as I say you are!"

IMA GOALS

1. MANAGE INSTALLATIONS EQUITABLY, EFFECTIVELY AND EFFICIENTLY
2. ENABLE THE WELL-BEING OF THE ARMY'S PEOPLE
3. PROVIDE SOUND STEWARDSHIP OF RESOURCES
4. DELIVER SUPERIOR MISSION SUPPORT TO ALL ORGANIZATIONS
5. DEVELOP AND SUSTAIN AN INNOVATIVE, TEAM - SPIRITED, HIGHLY CAPABLE, SERVICE - ORIENTED WORKFORCE – A VITAL COMPONENT OF THE ARMY TEAM

Information on Fort Jackson Well-Being / Customer Service Initiative



Scott Nahrwold /nahrwolds@jackson.army.mil / 803-751-5442

Information on Fort Jackson Well-Being / Customer Service Initiative

ESTABLISHED IN JUNE 2002. CURRENTLY 210 SERVICE PROVIDERS W/ AVERAGE OF 1400 RESPONSES QUARTERLY

CUSTOMER SATISFACTION RATE OF 86% OVER THE PAST 12 MONTHS

INCORPORATED ICE INTO EMPLOYEE AWARD AND RECOGNITION PROGRAMS

INDIVIDUALS

- INTERACTIVE CUSTOMER EVALUATION (ICE)
- IMMEDIATE SERVICE PROVIDER RESOLUTION PROCESS
- FOCUSES ON INDIVIDUALS
- SERVICE PROVIDER INPUT FROM THE CUSTOMER

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Information on Fort Jackson Well-Being / Customer Service Initiative

IMPLEMENTED IN JANUARY 2004 -- OVER 150 ISSUES SUBMITTED & RESOLVED

SAVES RESOURCES WHILE PROVIDING ACTIVE VOICE TO CONSTITUENCIES

CONSTITUENCY GROUPS

- QUARTERLY ISSUE RESOLUTION PROCESS
- FOCUSES ON SEVEN CONSTITUENCY GROUPS
- CONSTITUENT FOCUS GROUPS CONVENED
- WBAC CONVENED TO REVIEW & SUBMIT ISSUES FOR CG APPROVA

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Information on Fort Jackson Well-Being / Customer Service Initiative

CORPORATE CUSTOMERS NOW HAVE THE MEANS TO TELL US HOW WE'RE DOING

MISSION COMMANDERS

- SEMI-ANNUAL CORPORATE ASSESSMENT PROCES
- FOCUSES ON MISSION SUPPORT
- LDRS RATE IMPORTANCE, PERFORMANCE & PRIO
- DIR / ORG RESPOND TO MISSION REQUIREMENTS

CONSTITUENCY GROUPS

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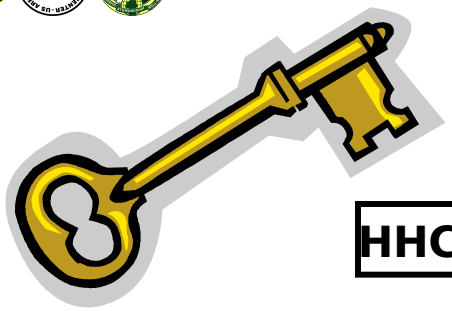
STANDARD GARRISON ORGANIZATION



GARRISON MGMT & CONTROL OFFICES

- GC
- DEP
- CSM
- HHC/HHD
- RES MGMT OFC (RMO)
- PLANS, ANAL & INT (PAI)
- ADMIN OFFICE

INSTALLATION SUPPORT DIRECTORATES

- HUMAN RESOURCES (DHR)
- MWR (DMWR)
- PLANS, TNG MOB, SEC (DPTMS)
- EMERGENCY SERVICES (DES)
- LOGISTICS (DOL)
- PUBLIC WORKS (DPW)
- INFO MGMT (DOIM)

INSTALLATION SUPPORT OFFICES

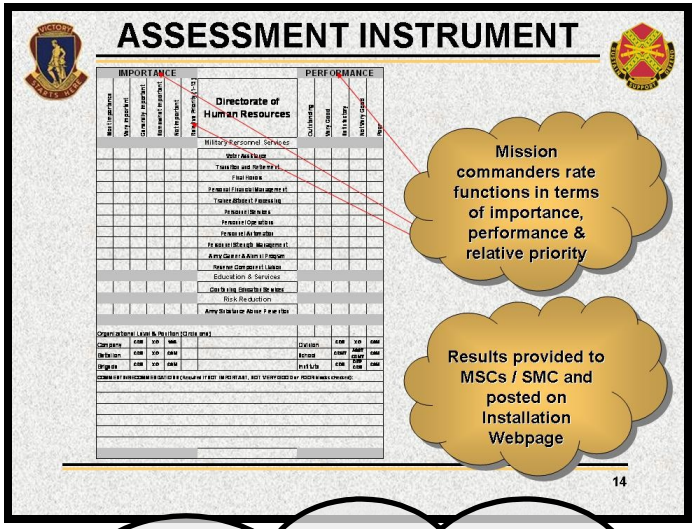
- LEGAL (ILO)
- PUBLIC AFFAIRS (PAO)
- RELIGIOUS SUPPORT (RSO)
- EQUAL EMP OPP (EEO)
- SAFETY (ISO)
- INTERNAL REVIEW (IRACO)
- CONTRACTING (ICO)

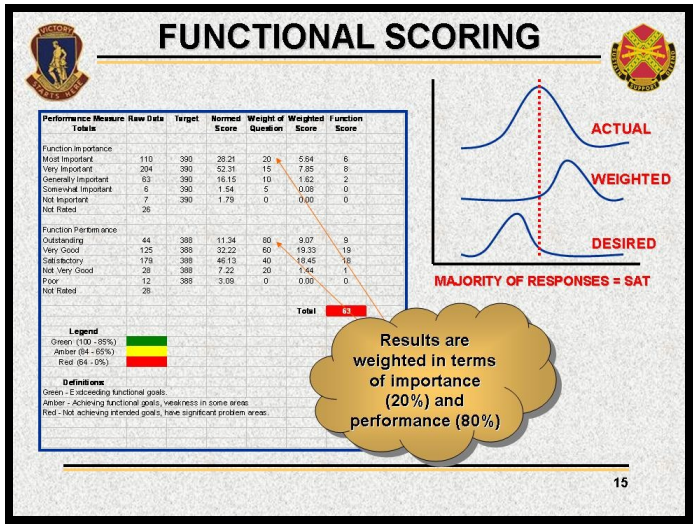
Information on Fort Jackson Well-Being / Customer Service Initiative

CORPORATE FEEDBACK

MILITARY PERSONNEL SERVICES	EDUCATION & SERVICES	ADCO
MILPO SERVICES**	• BASIC SKILLS	• BIOCHEMICAL TESTING
• ACAP SERVICES	• HIGH SCHOOL COMPLETION	• PREVENTION & EDUCATION
• CASUALTY OPERATIONS	• APT TESTING	• EMPLOYEE ASSISTANCE PROGRAM
• DEERS/RAPIDS/CAC/ ID CARD SERVICES	• EDUCATIONAL TESTING	• RISK REDUCTION PROGRAM
• PERSONNEL ACTIONS	• COUNSELING	• PROGRAM MANAGEMENT
• PERSONNEL PROCESSING	• ALC/COMPUTER LABS	
• RETIREMENT SERVICES	• TUITION ASSIST	
• SEPARATION/ TRANSITION	• COLLEGE COURSES	
• AWARDS/ DECORATIONS	• EDUCATION IN DEPLOYED SITES	
• PROMOTIONS/ REDUCTIONS	• HEAD START	
• EVALUATIONS	• NCO LEADER DEVELOPMENT	
	• WORKFORCE DEVELOPMENT	

DHR


ASSESSMENT INSTRUMENT
IMPORTANCE
PERFORMANCE
Directorate of Human Resources
Military Personnel Services
Education & Services
Risk Reduction
Army Substance Abuse Prevention
Mission commanders rate functions in terms of importance, performance & relative priority
Results provided to MSCs / SMC and posted on Installation Webpage
14



- **BUILD SURVEY FROM SGO**
- **PERFORMANCE, IMPORTANCE, PRIORITY**
- **SPECIFIC REASONS IF "UNSAT"**
- **RAISE THE BAR TO "WORLD CLASS"**

Information on Fort Jackson Well-Being / Customer Service Initiative

WB / CSI PERF & RESOURCE MGMT

DHR CORPORATE ASSESSMENT RESULTS

DHR Functional Areas	Corporate Ratings	Budget Requirements	Funded	Percent Funded
Military Personnel Services	**69**	4255	4255	100%
Education Services	**77**	186	109	59%
Risk Reduction	**74**	3440	2361	69%
TOTAL	**70**	7881	6725	85%

ABC DRIVEN – STANDARD EORs

CIV PAY
EQUIPMENT
TDY
LEASES
SUPPLIES
CONTRACTS
PRINTING
INTEREST

LINK FUNCTIONS, PERFORMANCE AND RESOURCES TO AID IN THE TOUGH DECISIONS. . .

EORs EDUCATION SERVICES

Elements of Resources	Civ Pay	Equipment	TDY	Supplies	Contracts	Printing	Interest
Education Services	75	0	2	5	94	10	0

Activity Based Costing Model Demo for Corporate Assessment

Reporting Period: 1 Oct 04 thru 31 Jan 05

CORPORATE ASSESSMENT ITEM	OCT	NOV	DEC	JAN	FYTD
VOTER ASSISTANCE	$2,390.00	$2,390.00	$2,390.00	$2,390.00	$9,560.00
CIVILIAN SALARY (EOR 10) TOTAL	$2,389.97	$2,389.97	$2,389.97	$2,389.97	$9,559.88
TRANSITION AND RETIREMENT	$40,791.58	$40,791.58	$40,791.58	$40,791.58	$163,166.32
CIVILIAN SALARY (EOR 10)	$40,791.58	$40,791.58	$40,791.58	$40,791.58	$163,166.32
FINAL HONORS	$17,550.17	$16,808.17	$16,808.17	$16,808.17	$67,974.68
CIVILIAN SALARY (EOR 10) TOTAL	$16,808.17	$16,808.17	$16,808.17	$16,808.17	$67,232.68
TDY (EOR 21)	$742.00	$0.00	$0.00	$0.00	$742.00
SUPPLIES (EOR 26)	$0.00	$0.00	$0.00	$0.00	$0.00
PERSONAL FINANCIAL MANAGEMENT	$1,265.53	$1,265.53	$1,265.53	$1,265.53	$5,062.12
CIVILIAN SALARY (EOR 10) TOTAL	$1,265.51	$1,265.51	$1,265.51	$1,265.51	$5,062.04
TRAINEE/STUDENT PROCESSING	$57,584.38	$57,584.38	$57,584.38	$57,584.38	$230,337.52
CIVILIAN SALARY (EOR 10) TOTAL	$57,584.29	$57,584.29	$57,584.29	$57,584.29	$230,337.16
PRINTING (EOR 24)	$0.00	$0.00	$0.00	$0.00	$0.00
PERSONNEL SERVICES	$37,376.39	$37,376.39	$37,376.39	$37,376.39	$149,505.56
CIVILIAN SALARY (EOR 10) TOTAL	$37,376.42	$37,376.42	$37,376.42	$37,376.42	$149,505.68
PERSONNEL OPERATIONS	$46,534.90	$42,266.24	$42,266.24	$42,266.24	$173,333.62
CIVILIAN SALARY (EOR 10) TOTAL	$42,266.28	$42,266.28	$42,266.28	$42,266.28	$169,065.12
SUPPLIES (EOR 26)	$4,268.67	$0.00	$0.00	$0.00	$4,268.67
PERSONNEL AUTOMATION	$31,351.39	$31,351.39	$31,351.39	$31,351.39	$125,405.56
CIVILIAN SALARY (EOR 10) TOTAL	$31,351.41	$31,351.41	$31,351.41	$31,351.41	$125,405.64
PERSONNEL STRENGTH MANAGEMENT	$46,229.26	$46,229.26	$46,229.26	$46,229.26	$184,917.04
CIVILIAN SALARY (EOR 10) TOTAL	$46,229.19	$46,229.19	$46,229.19	$46,229.19	$184,916.76
PRINTING (EOR 24)	$0.00	$0.00	$0.00	$0.00	$0.00
ARMY CAREER & ALUMNI PROGRAM	$4,434.90	$4,434.90	$4,434.90	$4,434.90	$17,739.60
CIVILIAN SALARY (EOR 10) TOTAL	$4,434.87	$4,434.87	$4,434.87	$4,434.87	$17,739.48
RESERVE COMPONENT LIAISON	$4,434.90	$4,434.90	$4,434.90	$4,434.90	$17,739.60
CIVILIAN SALARY (EOR 10) TOTAL	$4,434.87	$4,434.87	$4,434.87	$4,434.87	$17,739.48
TDY (EOR 21)	$0.00	$0.00	$0.00	$0.00	$0.00
CONTINUING EDUCATION SERVICES	$134,030.00	$23,665.00	$18,651.00	$18,651.00	$194,997.00
CIVILIAN SALARY (EOR 10) TOTAL	$18,651.00	$18,651.00	$18,651.00	$18,651.00	$74,604.00
TDY (EOR 21) TOTAL	$462.00	$0.00	$0.00	$0.00	$462.00
CONTRACTS (EOR 25) TOTAL	$114,917.00	$0.00	$0.00	$0.00	$114,917.00
SUPPLIES (EOR 26) TOTAL	$0.00	$5,014.00	$0.00	$0.00	$5,014.00
EQUIPMENT (EOR 31) TOTAL	$0.00	$0.00	$0.00	$0.00	$0.00
LATE FEES (EOR 43) TOTAL	$0.00	$0.00	$0.00	$0.00	$0.00
ARMY SUBSTANCE ABUSE PREVENTION	$22,003.22	$20,370.22	$20,370.22	$20,370.22	$83,113.88
CIVILIAN SALARY (EOR 10) TOTAL	$20,370.22	$20,370.22	$20,370.22	$20,370.22	$81,480.88
TDY (EOR 21) TOTAL	$1,633.00	$0.00	$0.00	$0.00	$1,633.00
SUPPLIES (EOR 26) TOTAL	$0.00	$0.00	$0.00	$0.00	$0.00
LATE FEES (EOR 43) TOTAL	$0.00	$0.00	$0.00	$0.00	$0.00
OFFICIAL MAIL SERVICES	$56,042.45	$13,113.45	$8,042.45	$8,042.45	$85,240.80
CIVILIAN SALARY (EOR 10) TOTAL	$8,042.45	$8,042.45	$8,042.45	$8,042.45	$32,169.80
RENTS & LEASES (EOR 23) TOTAL	$48,000.00	$0.00	$0.00	$0.00	$48,000.00
CONTRACTS (EOR 25) TOTAL	$0.00	$5,071.00	$0.00	$0.00	$5,071.00
SUPPLIES (EOR 26) TOTAL	$0.00	$0.00	$0.00	$0.00	$0.00
EQUIPMENT (EOR 31) TOTAL	$0.00	$0.00	$0.00	$0.00	$0.00
LATE FEES (EOR 43) TOTAL	$0.00	$0.00	$0.00	$0.00	$0.00
RECORDS MGMT SERVICES	$6,265.06	$6,265.06	$10,319.06	$6,265.06	$29,114.24
CIVILIAN SALARY (EOR 10) TOTAL	$6,265.06	$6,265.06	$6,265.06	$6,265.06	$25,060.24
TDY (EOR 21) TOTAL	$0.00	$0.00	$4,054.00	$0.00	$4,054.00

Information on Fort Jackson Well-Being / Customer Service Initiative

WB / CSI MANAGEMENT TOOL

IMA Region Totals	Corporate Ratings	(millions) Required	Funded	Obligated	Balance
SERO	74	1379	1259	725	534
NERO					
NWRO					
SWRO					
EURO					
PARO					
KORO					

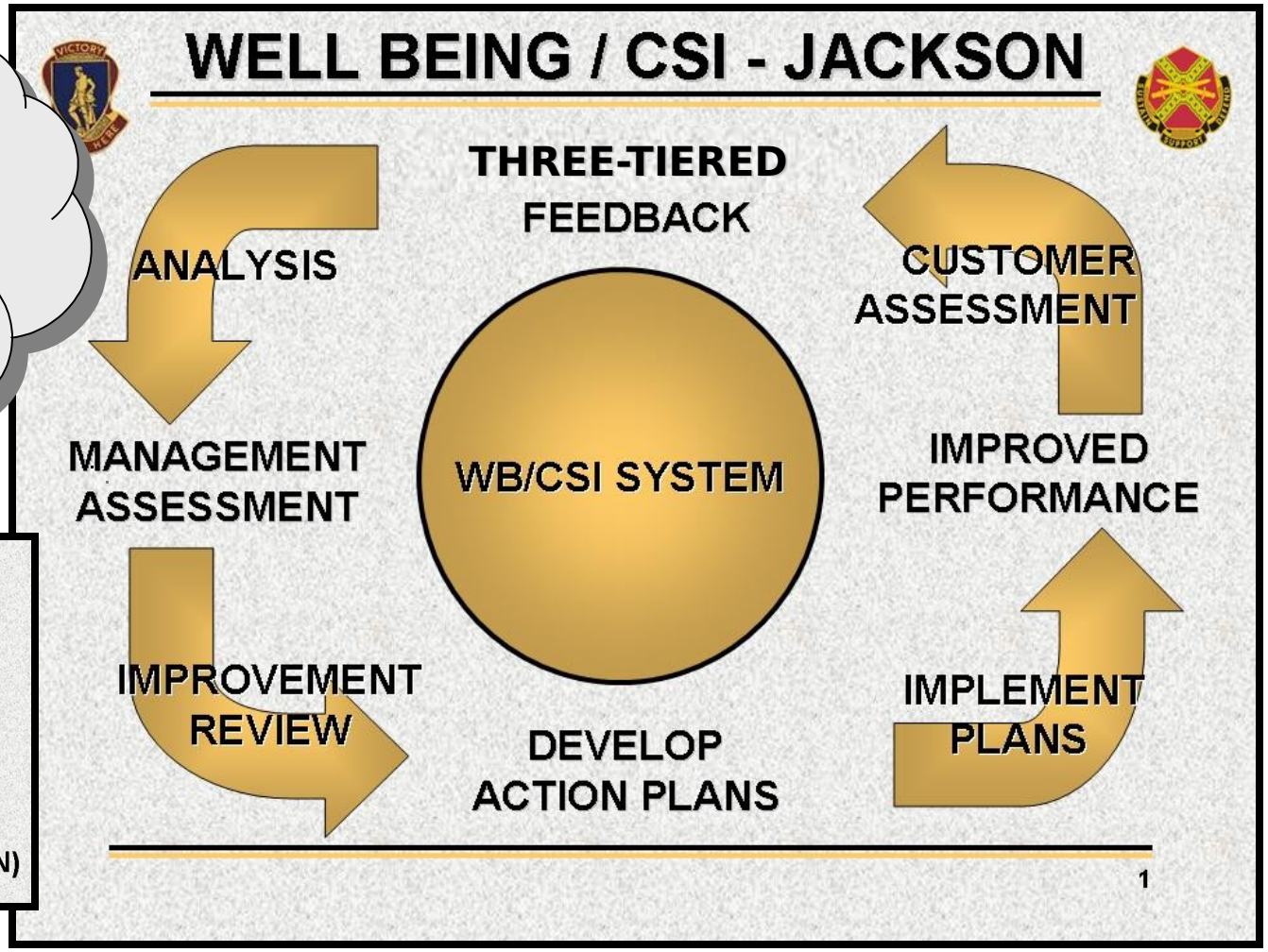
SERO Garrison Totals	Corporate Ratings	(millions) Required	Funded	Obligated	Balance
JACKSON	72	130	109	65	44
BENNING					
BRAGG					
BUCHANAN					
CAMPBELL					
GORDON					
KNOX					
McPHERSON					
MIAMI					
REDSTONE					
RUCKER					
STEWART					
ANNISTON					
BLUE GRASS					
HOLSTON					
HUNTER					
MILAN					
MISSISSIPPI					
SUNNY POINT					
REGION Total					

WEB-BASED, "DASHBOARD" MANAGEMENT OF PERFORMANCE AND RESOURCES

WB / CSI CYCLE

Performance management and improvement is integral

- CURRENT OPERATING PROCEDURES & PROCESSES
- MANPOWER (AUTH / ASSG)
- FUNDING (PROGRAM / ABC)
- FACILITIES (ISR RATING)
- EQUIPMENT (REQ / ON-HAND)
- CONTRACTS (PERF / DURATION)



SUPPORTING IMA GOALS

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WAY AHEAD

- CONTINUE TO PROVIDE "PROOF OF PRINCIPLE" FOR IMA EXECUTION OF COMMUNITY WELL - BEING
- AUTOMATE THE THREE-TIERED PROCESS
- USE THIS CAPABILITY TO ASSESS OTHER ACTIVITIES (TRAINING, MOBILIZATION, RETENTION, ETC)
- INTEGRATE THREE COMPONENTS INTO A SINGLE "SCORE" AND CONSOLIDATED PRIORITY LIST
- QUANTIFY COST AVOIDANCE AND COST SAVINGS
- INSTITUTIONALIZE AT LITTLE OR NO COST

END OF BRIEF

NSTALLATION MANAGEMENT AGENC

"Sustain, Support and Defend"